

A wealth of CX expertise and experience

CX that delivers—without the headaches



The world of buying, paying, and lending are evolving. Are you?

Today's banking and insurance CX leaders face pressures to drive efficiency gains, thwart cyberattacks, grow share of wallet, and meet growing customer expectations — all while cutting costs. Our integrated customer experience solutions and consultative-partner approach will help you stabilize your bottom line, attract new customers, and build long-term loyalty.

A trusted partner for your most trusted assets

Finding the right BFSI CX partner shouldn't be a challenge. With TTEC, you get a seamless launch, AI-driven compliance excellence, agile scalability, and a one-stop shop for CX innovation.

TTEC's ability to adapt to the most stringent security and compliance environments while achieving unprecedented performance makes us the CX partner of choice for BFSI organizations looking to combat fraud, protect their reputation, and drive customer trust.

With onshore, nearshore, and offshore CX options, we meet the diverse needs of financial organizations in today's AI-enabled marketplace.

We partner some of the world's biggest financial brands to deliver customer care, revenue generation, tech support, back office, and trust & safety across the financial landscape including:



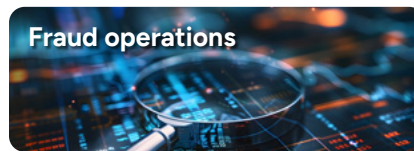
Retail banking



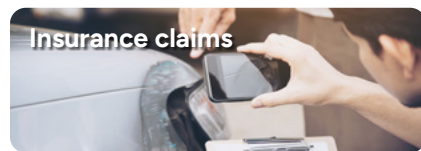
Licensed insurance



Credit cards



Fraud operations



Insurance claims



Collections



Mortgage

TTEC Financial Services and Insurance at a glance

25+

years experience as a Financial Services Industry leader

6,700

Licensed specialists including 2000+ for P&C

30%

TTEC's core BPO footprint services financial services and insurance clients

8,000

associates serving banking and insurance clients globally

300

global banking, financial services, and insurance clients

80%

Employee Engagement Score

What makes us different:

Flawless implementation and rapid scaling

Proven glide path mastery ensures on-time, on-budget deployments with proactive issue resolution.

92% member satisfaction after updated new-hire curriculum coaching.

AI-driven CX excellence with compliance rigor

AI-enhanced associate support, intelligent routing, and advanced analytics elevate QA standards.

95% CSAT ensures superior customer satisfaction & compliance adherence.

Agile, adaptive, and performance-driven

Smart Seasonal strategies and test-and-learn approaches provide scalable, flexible support models.

29% sales conversion growth from agile solutions proves adaptability drives revenue.

End-to-end expertise and tech-agnostic solutions

A one-stop shop for training, consulting, and analytics, delivering custom, tech-agnostic solutions.

10% increase in sales conversions showcases measurable business impact.



Outcomes that speak for themselves:

30-50%

drop in operating costs, 2x productivity

83%

increase in customer satisfaction with AI-driven support

2.5x

faster fraud detection through proactive security solutions

\$40M+

in annual cost savings for leading financial brands

Listen to what our clients say:

"[TTEC] senior leadership is as committed to client satisfaction as bank leadership."

"[TTEC] is always considering, understanding, and supportive of the initiatives we need in place."

"They properly listen and offer alternate ideas when it can help. Their willingness to help drive performance metrics aggressively is exactly what we need to raise the bar month over month."

"Great at driving morale."

Let's talk

Schedule a consultation to learn more about TTEC and partner opportunities.

About TTEC

TTEC (pronounced T-TEC) Holdings, Inc. (NASDAQ:TTEC) is a leading global CX (customer experience) technology and services innovator for AI-enhanced digital CX solutions. Serving iconic and disruptive brands, TTEC's outcome-based solutions span the entire enterprise, touch every virtual interaction channel, and improve each step of the customer journey. Leveraging next-gen digital technology, the company's TTEC Digital business designs, builds, and operates omnichannel contact center technology, CRM, AI, and analytics solutions. The company's TTEC Engage business delivers AI-enhanced customer engagement, customer acquisition and growth, tech support, back office, and fraud prevention services. Founded in 1982, the company's singular obsession with CX excellence has earned it leading client, customer, and employee satisfaction scores across the globe. The company's over 60,000 employees operate on six continents and bring technology and humanity together to deliver happy customers and differentiated business results. To learn more visit us at ttec.com.